



How to make a Re-appeal about Academic Department Decision

Dear student,

After you the decision of the academic department for the appeal request that you have submitted and you are not satisfied with the result, you may submit a re-appeal request again by following these steps:

First:

You need to pay the re-appeal fee which is (**215.05 SR**) in one of the following ways:

- Through SADAD service (017)
- Online payment service.

Second:

Active the receipt of the re-appeal fee, as shown below:

Request a services Re-appeal receipt

- Step 1: select Request a services

Ministry of Education

VISION 2030
المملكة العربية السعودية
KINGDOM OF SAUDI ARABIA

Arab Open University

You are logged in Log out

AOU Online Student Services Center

Student Info:

Registration:
Use this section to register your courses for the selected semester. AOU allows you to register your courses online from anywhere with an internet connection.
Semester:
[Go to the Registration section](#)
[View Offered Courses](#)

Financial:
Use this section to check your financial statement and pay online.
[Go to the Financial section](#)

Grades Online / Transcripts:
Use this section to view grades of the courses that you registered at AOU. Moreover, you can use this section to view your transcript and know your GPA.
[Go to the Grades and Transcripts section](#)

Update your Personal Data in Our Records:
Phone Numbers and Personal Email: [Update](#)
Personal Email:
Blood Type: -- [Update](#)

Examination Slip:
Use this section to print exam slip.
[Go to the Examination Slip](#)

Postpone Exam:
Use this section to submit a postponement request.
[Postpone Exam](#)

E-Services:
Use this section to request a service online. You can also request services online.
[Request a Service](#)

Aid Request:

Social Reward:

**خطوة ١
step 1-**

- Step 2 : click on select

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Request a Service

Instructions:

1. Choose the service
2. Fill in the required info
3. Click on Request Service

Service:

[Request Service](#)

**خطوة ٢
Step 2**

[Back to Student Services](#)

- **Step3:** select Appeal receipt" from the list menu"

The screenshot shows the 'Request a Service' page. At the top, there are logos for the Ministry of Education, VISION 2030, and Arab Open University. Below the logos, a blue bar indicates 'You are logged in' with a 'Log out' link. The main heading is 'Request a Service'. Underneath, 'Instructions:' are listed: 1. Choose the service, 2. Fill in the required info, 3. Click on Request Service. A 'Service' dropdown menu is open, showing options: '- Select -', 'Appeal Receipt - ايمان لطلب التظلم', and 'Request Service'. A blue arrow points to the 'Appeal Receipt' option. At the bottom left, there is a link 'Back to Student Services'.

- **Step4:** submit Request a Service

The screenshot shows the 'Request a Service' page with the 'Service' dropdown menu selected to 'Appeal Receipt - ايمان لطلب التظلم'. Below the dropdown, there is a red warning message: 'Kindly Select [Copies = 1] A separate receipt should be done for each Appeal/Course Each appeal costs 187+ VAT15% SAR'. A checkbox is checked with the text: 'I understand that I will be charged the mentioned fees per copy and they are not refundable'. A blue arrow points to the 'Request Service' button. At the bottom left, there is a link 'Back to Student Services'.

- **Step5:** [Click here to pay online](#)

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Request a Service

Instructions:

Choose the service
Fill in the required info
Click on Request Service

Year	Sem	Service	Request Date	Status	Copies	Service Field1	Admin Comments	Print Report
2019/2020	Second	إيصال لطلب التظلم - Appeal Receipt	8/6/2020	Requested	1			click here

Service:

I understand that I will be charged the mentioned fees per copy and they are not refundable

[Request Service](#)

Our request has been successfully submitted.
You will be notified by email regarding your requested document.
[Click here to pay now, otherwise your request will be deleted.](#)
[Back to Student Services](#)

Click here to pay

- **Step6:** [Click here to pay online](#)

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Online Payment

Instructions:

- Use this page to choose your registration and/or tuition fees you want to pay online.
- Select from the grid the slip you should pay and fill in the form your personal information, you will be redirected to the checkout.

[Print Registration Form](#) [طباعة الجدول الدراسي](#)

Slips

عزيزي الطالب .. يجب سداد كامل الرسوم او القسط الاول لمن تطبق عليهم شروط التسجيل مباشرة عن طريق الدفع المباشر او خلال 12 ساعة عن طريق نظام سداد. ولا سيتم حذف الجداول تلقائيا :-

	Amount	Remaining	Description
Select	216.00 SAR	216.00 SAR	2019/2020 Summer Request: Appeal Receipt - إيصال لطلب التظلم
	539.35 SAR	539.35 SAR	2020/2021 Fall Registration Slip

[Back to Student Services](#)

**الضغط على الاختيار هنا
Select**

- **Step7: Pay online**



Third:

Applying the re-appeal request is by logging into your account in SIS which is by inserting the username and password in the SIS via the following link:

<https://sisksa.aou.edu.kw/OnlineServices/>

For submitting a re-appeal application on the final grade (Assignments – Midterms - Final Exam), click on **Student Appeal**. It is not allowed to request an appeal through the electronic **Complaint** System.

- **Step1: Appeal**

<p>E-Services:</p> <p>Use this section to request a service online. AOU allows you to request services online.</p> <p>Request a Service</p>	
<p>Aid Request:</p> <p>Use this section to request an aid.</p> <p>Aid Request</p>	<p>Social Reward:</p> <p>Use this section to request a social reward.</p> <p>Social Reward</p>
<p>Appeal:</p> <p>Use this section to submit an appeal.</p> <p>Student Appeal</p>	<p>Complaint Form:</p> <p>Use this section to submit a Complaint Form. AOU allows you to submit Complaint Form online, Form will be sent to the Student Affairs' Office.</p> <p>Student Complaint</p>
<p>Graduation Ceremony:</p> <p>Use this section to register to the graduation ceremony.</p> <p>Graduation Ceremony</p>	<p>Change Password:</p> <p>Use this section to change your password.</p> <p>Change Password</p>

- **Step2: Student Appeal**

Student Appeals → select → Add New Re-Appeal → Assessment Type (The type of the appeal you want to request)

Appeals

	Accredited Grade	Appeal Date	Student Comments	Appeal Type	Student Feedback	Add Date	Reference	Receipt
Select	14	8/13/2020		Regular Appeal		8/13/2020		1890999 (13/08/2020)

[Add New Re-Appeal](#) 

Original Grade: 14
Accredited Grade: 14
Total Point: 50
Section Name: 1303
Tutor: Arwa Hamid -
Staff Tutor: Mr. (sa) (admin) (Sa)
Gcc: Mr. (sa) (admin) (Sa)
Bcc: Mr. Mohammad Alshanti - -
Pc: Dr. Bandar Ali Al-Rami -

Appeal Status	Decision Date	Decision Comments	Processed By	Fwd To	Decision Notes
Initialized by Student			N/A	N/A	
Rejected	8/16/2020		Shaikhani Bawazeer - ()	N/A	The appeal case is rejected.
Rejected	8/19/2020	No grade change	Salim Bagadeem - ()	N/A	



You are logged in as Mahmoud Riyadh Hadid (601600862)

[Log out](#)

Student Appeals

Posted Grades

	Year	Semester	Course Part	Assessment Type	Original Grade	Accredited Grade	Total Point	Weight
Select	2019	3	AR112	TMA	48	48	50	50

[Click here](#)

[Back to Student Services](#)

Student Appeals

Posted Grades

	Year	Semester	Course Part	Assessment Type	Original Grade	Accredited Grade	Total Point	Weight
Select	2018	3	B207A	Final Exam	28.50	28.50	50	50
Select	2018	3	B207A	Mid Term Assessment	10.20	10.20	30	30
Select	2018	3	B207A	TMA 01	18.40	18.40	20	20
Select	2018	3	BUS102	Final Exam		0	50	50
Select	2018	3	BUS102	Mid Term Assessment	10.05	10.05	30	30
Select	2018	3	BUS102	TMA 01	19.70	19.70	20	20
Select	2018	3	B124	Final Exam	11.75	11.75	50	50

1- اختيار المقرر المراد الاعتراض عليه

Appeals

No data retrieved.

Add New Appeal

2- الضغط على هذا الرابط لتقديم الاعتراض

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Select the name of the course whose results are to be re-appealed from the courses listed, which are the courses enrolled to the student in the semester.

Student Appeals

Posted Grades

	Year	Semester	Course Part	Assessment Type	Original Grade	Accredited Grade	Total Point	Weight
Select	2018	3	B207A	Final Exam	28.50	28.50	50	50
Select	2018	3	B207A	Mid Term Assessment	10.20	10.20	30	30
Select	2018	3	B207A	TMA 01	18.40	18.40	20	20
Select	2018	3	BUS102	Final Exam		0	50	50
Select	2018	3	BUS102	Mid Term Assessment	10.05	10.05	30	30
Select	2018	3	BUS102	TMA 01	19.70	19.70	20	20
Select	2018	2	B124	Final Exam	11.75	11.75	50	50

Appeals

No data retrieved.

[Add New Appeal](#)

Course Part 1- تقوم بإدخال رمز المقرر كما هو موضح بالجدول أعلاه

Accredited Grade 2- تقوم بإدخال قيمة الدرجة كما هو موضح بالجدول أعلاه

Appeal Receipt Select Receipt 3- تقوم باختيار رقم إيصال الدفع

Student Comments 4- تقوم بإدخال تفاصيل الاعتراض

[Submit](#) 5- اضغط على زر إرسال الطلب

[Back to Student Services](#)

On your screen, it shall appear to you the application form for the re-appeal for the final grades (Assignments (TMA) - Midterms - Final Exams). Please fill in the options shown in the image above:

1. Insert the code of the course that you desire to re-appeal from the mentioned courses in the schedule.
2. Insert the grade that you want to re-appeal.
3. Choose the receipt number, note that each type of appeal has a separate financial fee and receipt number.
4. Please indicate the reason for the re-appeal on the grade to be taken into consideration when reviewing your answer sheet.

5. Click the Submit icon to submit the application and send it to the academic department.

Very Important Notes:

- The re-appeals will be handled according to the AOU regulations.
- After submitting the re-appeal request, the results will be received through the system of appeal in SIS.
- Please ensure that your data and mobile phone number are correct and updated in the SIS in case the university needed to contact you.
- Re-appeals will not be accepted after the period specified in the announcement.
- Re-appeal will not be accepted if it is not submitted through SIS.
- Applications will be received from **Sunday 04/09/2022**, until **Thursday 08/09/2022**